



Phone Numbers & Addresses

DALLAS VA MEDICAL CENTER

4500 S. Lancaster Road, Dallas, Texas 75216

- General Information: (214) 742-8387 or (800) 849-3597
- Telecare: (800) 849-3597 press 2
- Prescription Refills: (800) 849-3597 press 1, option 2
- TriCare/ChampVA: (800) 849-3597 press 3

FORT WORTH OUTPATIENT CLINIC

300 West Rosedale, Fort Worth, Texas 76104

- General Information: (817) 335-2202 or (800) 443-9672

SAM RAYBURN MEMORIAL VETERANS CENTER

1201 East 9th Street, Bonham, Texas 75418

- General Information: (903) 583-2111 or (800) 924-8387



DRIVING DIRECTIONS

Dallas VA Medical Center is located eight miles south of downtown Dallas. The map above should provide you with travel routes from any direction.

From Points North: Take Highway 75 South to I-45 South to Loop 12 West, then north on Lancaster Road.

From Points East: Take I-20 West, then north on Lancaster Road.

From Points South: Take I-35E North to Loop 12 East, then north on Lancaster Road.

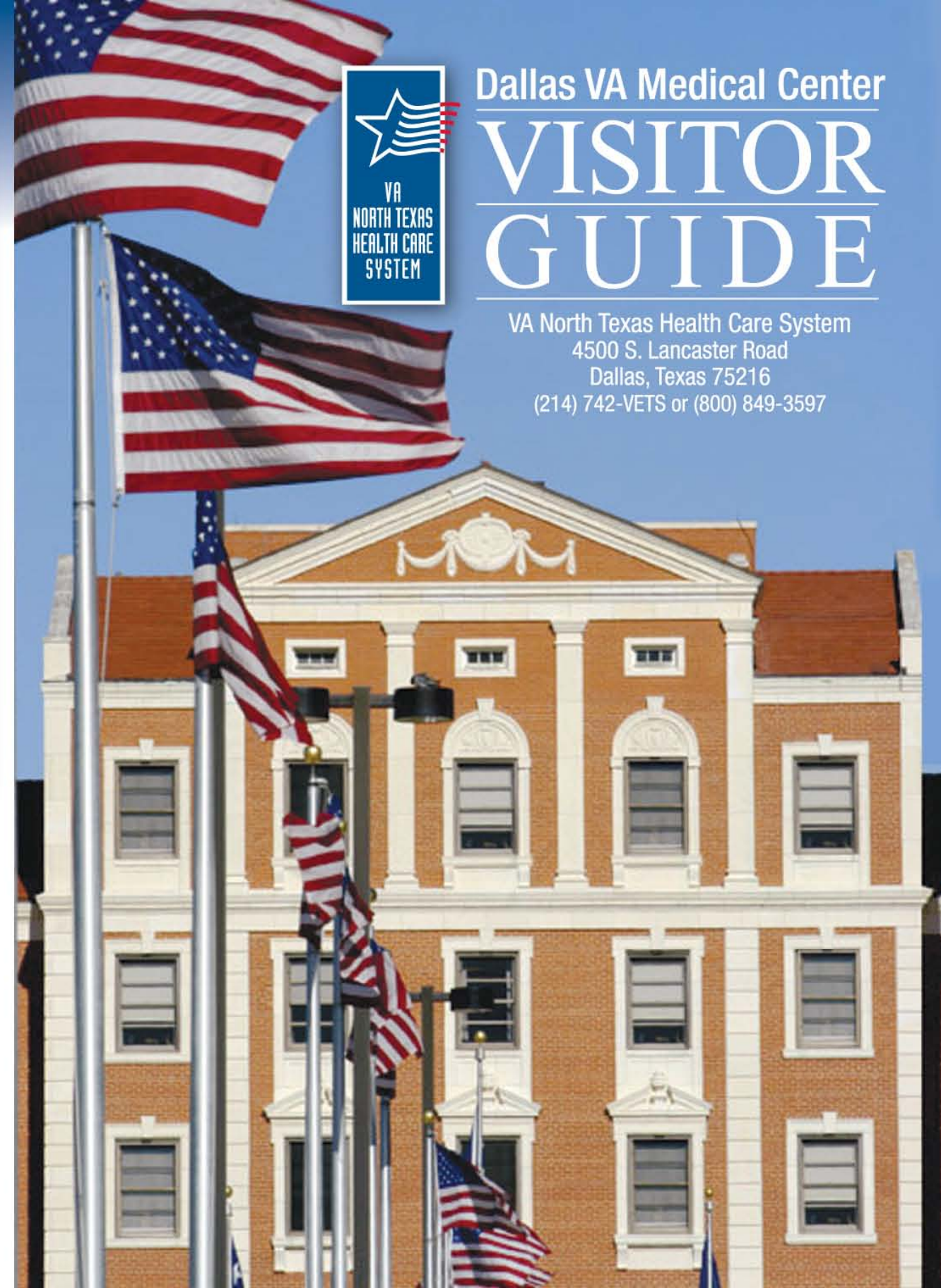
From Points West: Take I-20 East, then north on Lancaster Road.

Sam Rayburn Memorial Veterans Center is located 70 miles northeast of Dallas on the northeast side of Bonham.

From Dallas: Take Highway 75 North to McKinney, then Highway 121 North to Bonham, to Highway 56 East.

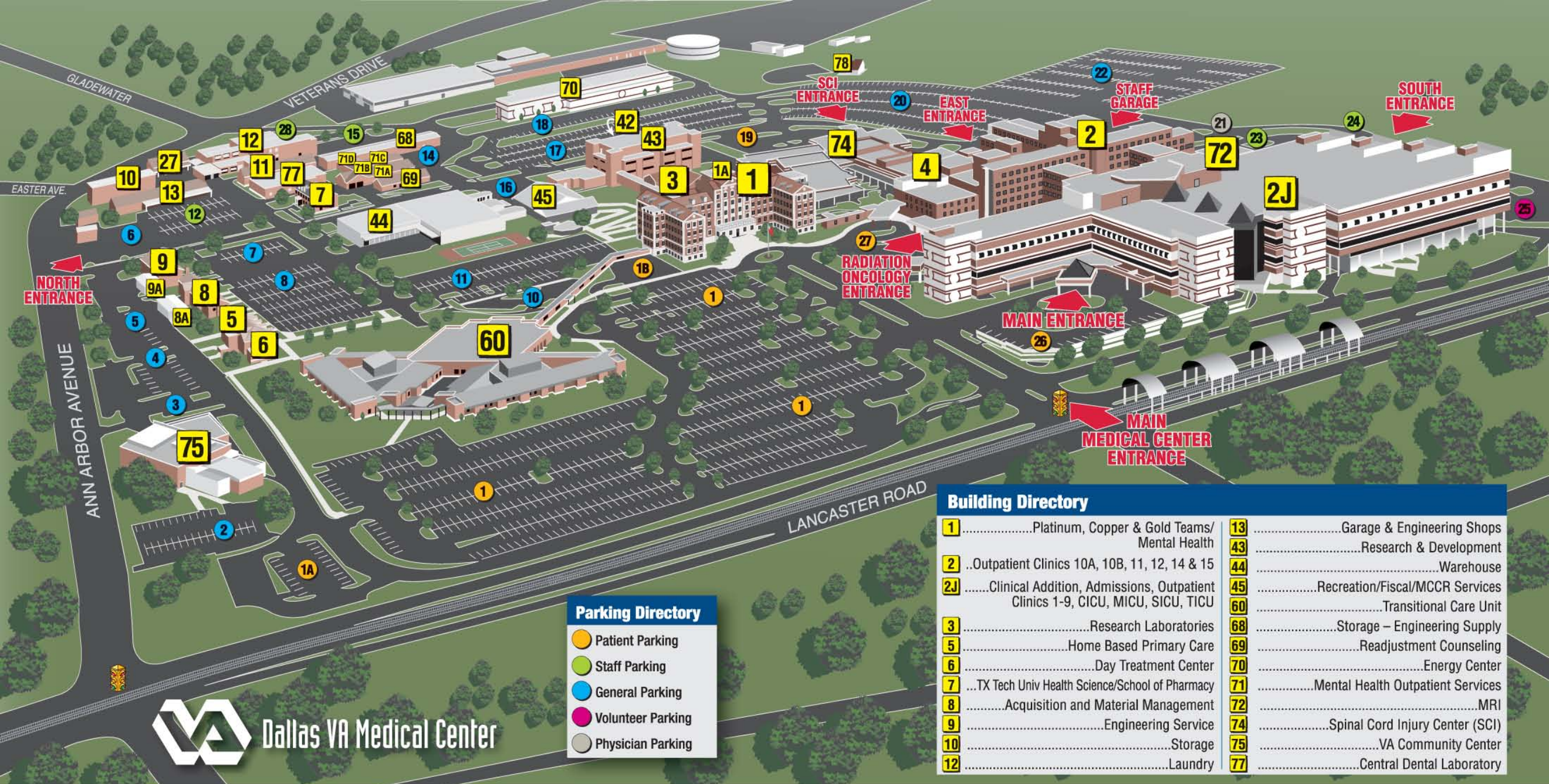
Fort Worth Outpatient Clinic is located 37 miles from Dallas in the southwest part of Fort Worth.

From Dallas: Take I-20 West to I-35W North to Exit 49B to Rosedale Street.



Dallas VA Medical Center VISITOR GUIDE

VA North Texas Health Care System
4500 S. Lancaster Road
Dallas, Texas 75216
(214) 742-VETS or (800) 849-3597



Parking Directory

- Patient Parking
- Staff Parking
- General Parking
- Volunteer Parking
- Physician Parking

Building Directory			
1	Platinum, Copper & Gold Teams/ Mental Health	13	Garage & Engineering Shops
2	Outpatient Clinics 10A, 10B, 11, 12, 14 & 15	43	Research & Development
2J	Clinical Addition, Admissions, Outpatient Clinics 1-9, CICU, MICU, SICU, TICU	44	Warehouse
3	Research Laboratories	45	Recreation/Fiscal/MCCR Services
5	Home Based Primary Care	60	Transitional Care Unit
6	Day Treatment Center	68	Storage – Engineering Supply
7	TX Tech Univ Health Science/School of Pharmacy	69	Readjustment Counseling
8	Acquisition and Material Management	70	Energy Center
9	Engineering Service	71	Mental Health Outpatient Services
10	Storage	72	MRI
12	Laundry	74	Spinal Cord Injury Center (SCI)
		75	VA Community Center
		77	Central Dental Laboratory

Patient Care Areas

Building 1 • Mental Health Building

Domiciliary
Medical Media
Mental Health Administration
Mental Health Inpatient Units
Platinum, Copper & Gold Teams
Psychology Service
Social Work Service

Building 2 • Main Hospital

Hospitalized Patient Units (Floors 4,5,6,7 & 8)
3C-Sleep Apnea Studies Unit
4C-Medical Surgical Unit (100 & 200 Wings)
4C-Day Surgery Unit (300 & 400 Wings)
5C-Respiratory Therapy
5C-Orthopedic Surgical Nursing Unit
6C-Medical Surgical Nursing Unit (100 & 200 Wing)
8C-Clinical Research Unit

Building 2J • Clinical Addition

Admissions
Cardiology
CICU, MICU, SICU, TICU
Emergency
Laboratory
Outpatient Clinics 1-9
Pharmacy
Radiology
Social Work
Surgery
Telemetry
Nuclear Medicine

Building 5 • Home-Based Primary Care

Building 6

Day Treatment Center
Mental Health Outpatient Services

Building 7 • Texas Tech University

Health Science Ctr. School of Pharmacy

Building 60 • Transitional Care Unit

TCU Wings A & B

Building 69 • Regional Readjustment Counseling Service

Building 71 • Mental Health Outpatient Services

Building 74 • Spinal Cord Injury Center (SCI)

Building 75 • VA Community Center

Child Care Center
Education Center
Wellness Center

Building 77 • Central Dental Laboratory



Visitor Information

NEW PATIENTS

Check-in or enroll for VA health care at "New Patients and Admitting", located in Clinical Addition/Main Entrance/Building 2J.

VISITING HOURS

Family and friends are encouraged to visit. Visitors may be asked to interrupt or delay visitation for brief periods when medical procedures are in progress. Visiting hours for specific areas are as follows:

Medical/Surgical Intensive Care Units:

9:00 a.m. - 9:00 p.m.

Mental Health Units:

3 North: 3:30 p.m. - 8:00 p.m. Mon. - Fri.

3 South: 9:00 a.m. - 8:30 p.m. Daily

5 North/South: Visitation is arranged by the patient on an individual basis when patient is not attending class.

Domiciliary, 4 South: 3:30 p.m. - 8:30 p.m.

PATIENT AND VISITOR PARKING

Reserved Parking:

Available for patients, family, and friends in Lot 1, other undesignated parking areas are available.

Wheelchair Assistance/Escort Services/

Valet Parking:

Patients needing wheelchair assistance or escort services should go to the Main Entrance/Clinical Addition, where staff is available.

Reserved Parking for Spinal

Cord Injury (SCI) Patients:

Patients enrolled in the SCI Clinic may make arrangements for reserved parking in lot 19 through the office of Paralyzed Veterans (Building 74, SCI).

SHUTTLE INFORMATION

Shuttle service is available at the Main Entrance/Clinical Addition and is available from 7:00 a.m. - 5:30 p.m., Monday - Friday.

CANTEEN HOURS

Dining, snacks, and retail store are located in Building 2. Vending areas are available in each building.

Food Court - Basement

7:00 a.m. - 3:00 p.m., Monday - Friday

Burger King

7:00 a.m. - 2:30 p.m., Monday - Friday

Café VA - 1st Floor

10:30 a.m. - 4:00 p.m., Monday - Friday

8:00 a.m. - 2:00 p.m., Saturday

Starbucks

7:00 a.m. - 4:00 p.m., Monday - Friday

Retail Store - 1st Floor

7:30 a.m. - 4:00 p.m., Monday - Friday

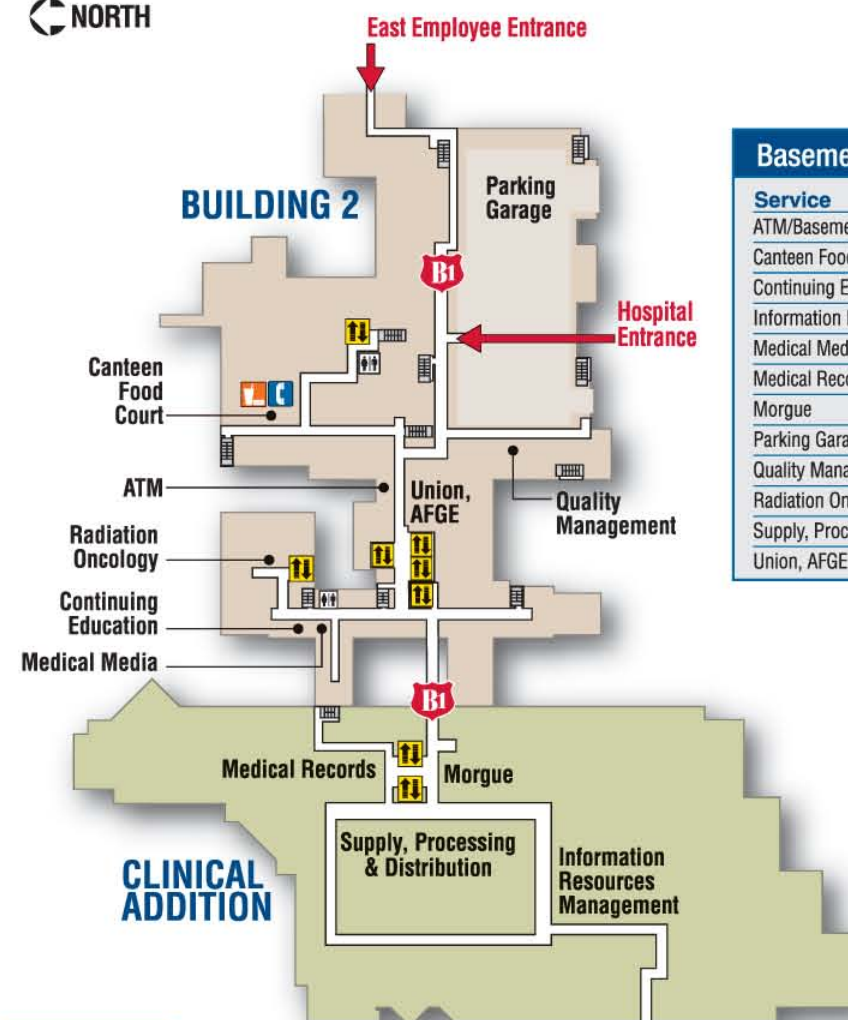
7:30 a.m. - 3:30 p.m., Saturday

SMOKING POLICY

For the comfort and safety of our patients, smoking is only allowed in designated areas of the medical center:

- Smoking shelter between Buildings 1 and 3.
- Smoking shelter in Transitional Care Unit.
- Smoking shelter in the Spinal Cord Injury Courtyard.

Basement

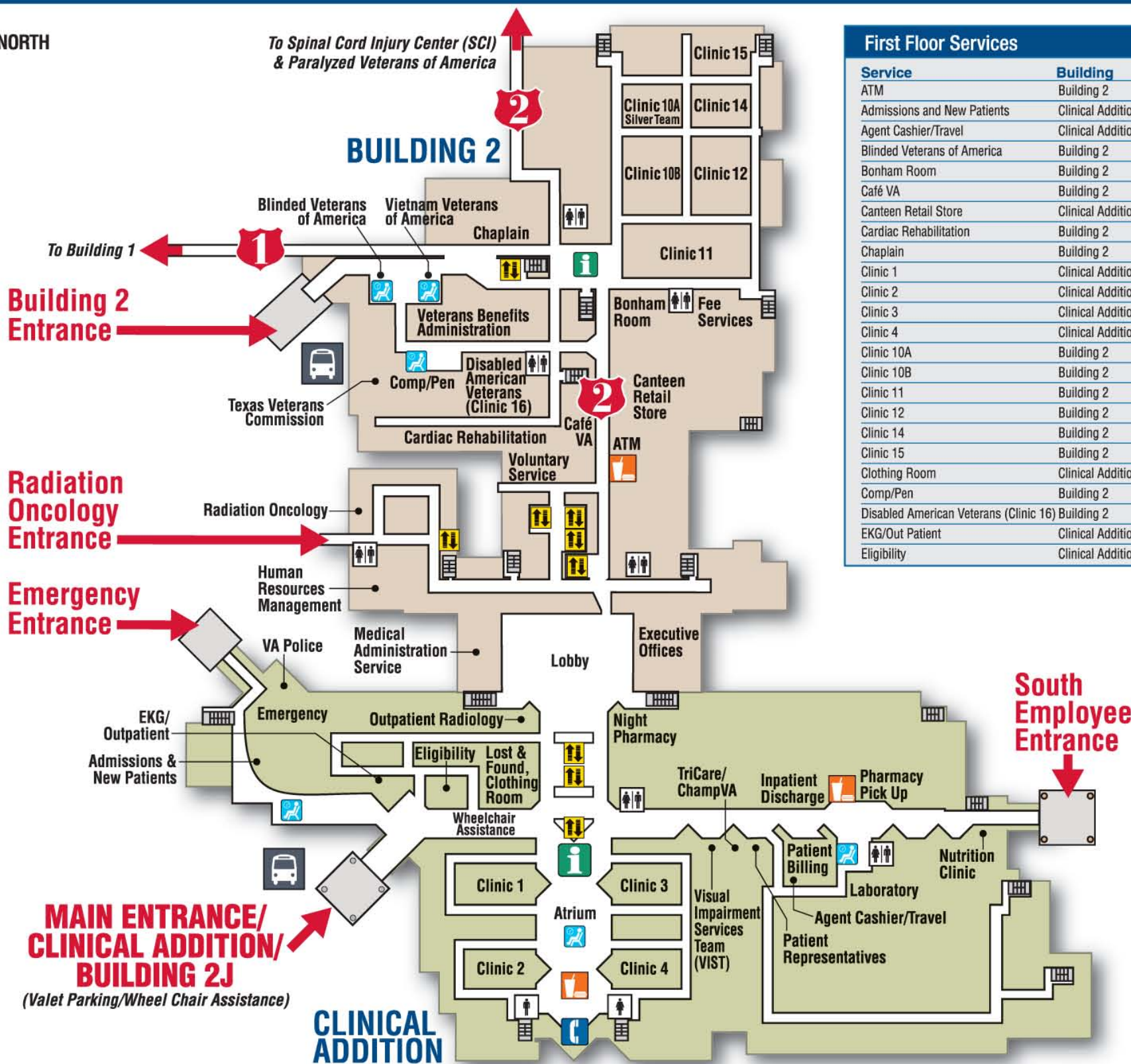


Basement Services

Service	Building
ATM/Basement	Building 2
Canteen Food Court	Building 2
Continuing Education	Building 2
Information Resources Management	Clinical Addition
Medical Media	Building 2
Medical Records (Release of Information)	Clinical Addition
Morgue	Clinical Addition
Parking Garage	Building 2
Quality Management	Building 2
Radiation Oncology	Building 2
Supply, Processing & Distribution	Clinical Addition
Union, AFGE	Building 2



First Floor



First Floor Services

Service	Building
ATM	Building 2
Admissions and New Patients	Clinical Addition
Agent Cashier/Travel	Clinical Addition
Blinded Veterans of America	Building 2
Bonham Room	Building 2
Café VA	Building 2
Canteen Retail Store	Clinical Addition
Cardiac Rehabilitation	Building 2
Chaplain	Building 2
Clinic 1	Clinical Addition
Clinic 2	Clinical Addition
Clinic 3	Clinical Addition
Clinic 4	Clinical Addition
Clinic 10A	Building 2
Clinic 10B	Building 2
Clinic 11	Building 2
Clinic 12	Building 2
Clinic 14	Building 2
Clinic 15	Building 2
Clothing Room	Clinical Addition
Comp/Pen	Building 2
Disabled American Veterans (Clinic 16)	Building 2
EKG/Out Patient	Clinical Addition
Eligibility	Clinical Addition

Service	Building
Emergency	Clinical Addition
Executive Offices	Building 2
Fee Services	Building 2
Human Resources Management	Building 2
Inpatient Discharge	Clinical Addition
Laboratory	Clinical Addition
Medical Administration Service	Building 2
Night Pharmacy	Clinical Addition
Nutrition Clinic	Clinical Addition
Outpatient Radiology	Clinical Addition
Paralyzed Veterans of America	SCI
Patient Billing	Clinical Addition
Patient Representatives	Clinical Addition
Pharmacy Pick Up	Clinical Addition
Radiation Oncology	Building 2
Social Work	Clinical Addition
Texas Veterans Commission	Building 2
Tricare/ChampVA	Clinical Addition
VA Police	Clinical Addition
Veterans Benefits Administration	Building 2
Vietnam Veterans of America	Building 2
Visually Impaired Services Team (VIST)	Clinical Addition
Voluntary Service	Building 2
Wheelchair Assistance	Clinical Addition

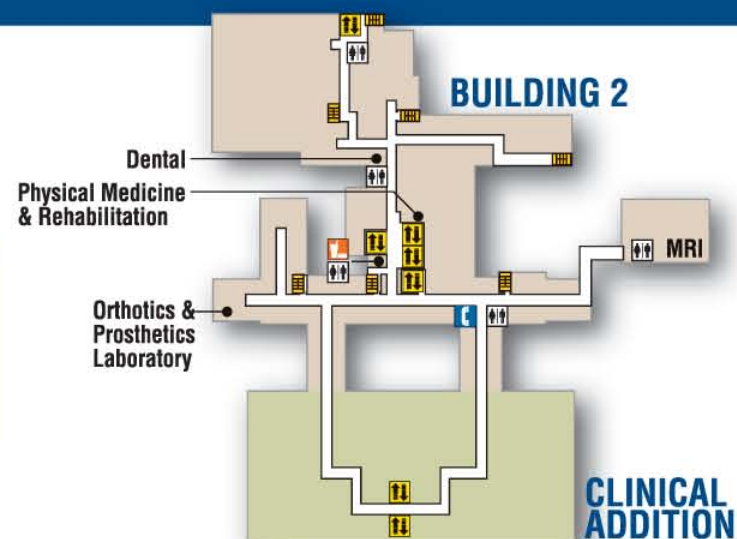


Second Floor



Second Floor Services

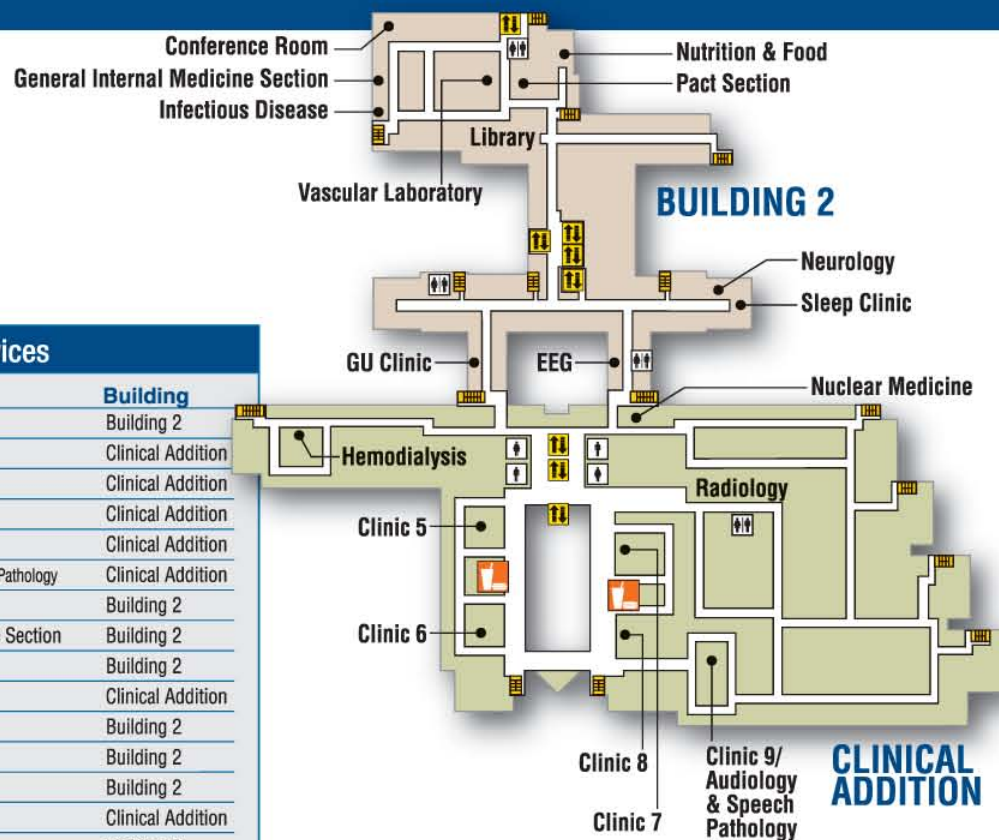
Service	Building
Dental	Building 2
MRI	Building 2
Orthotics & Prosthetics Laboratory	Building 2
Physical Medicine & Rehabilitation	Building 2



Third Floor

Third Floor Services

Service	Building
EEG	Building 2
Clinic 5	Clinical Addition
Clinic 6	Clinical Addition
Clinic 7	Clinical Addition
Clinic 8	Clinical Addition
Clinic 9/Audiology & Speech Pathology	Clinical Addition
Conference Room	Building 2
General Internal Medicine Section	Building 2
GU Clinic	Building 2
Hemodialysis	Clinical Addition
Infectious Disease	Building 2
Library	Building 2
Neurology	Building 2
Nuclear Medicine	Clinical Addition
Nutrition & Food	Building 2
Pact Section	Building 2
Radiology	Clinical Addition
Sleep Clinic	Building 2
Vascular Laboratory	Building 2

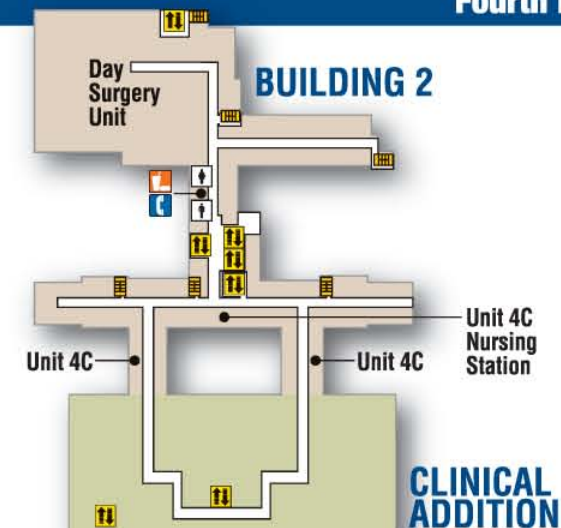


Fourth Floor Services

Service	Building
Day Surgery Unit	Building 2
Unit 4C	Building 2
Unit 4C Nursing Station	Building 2



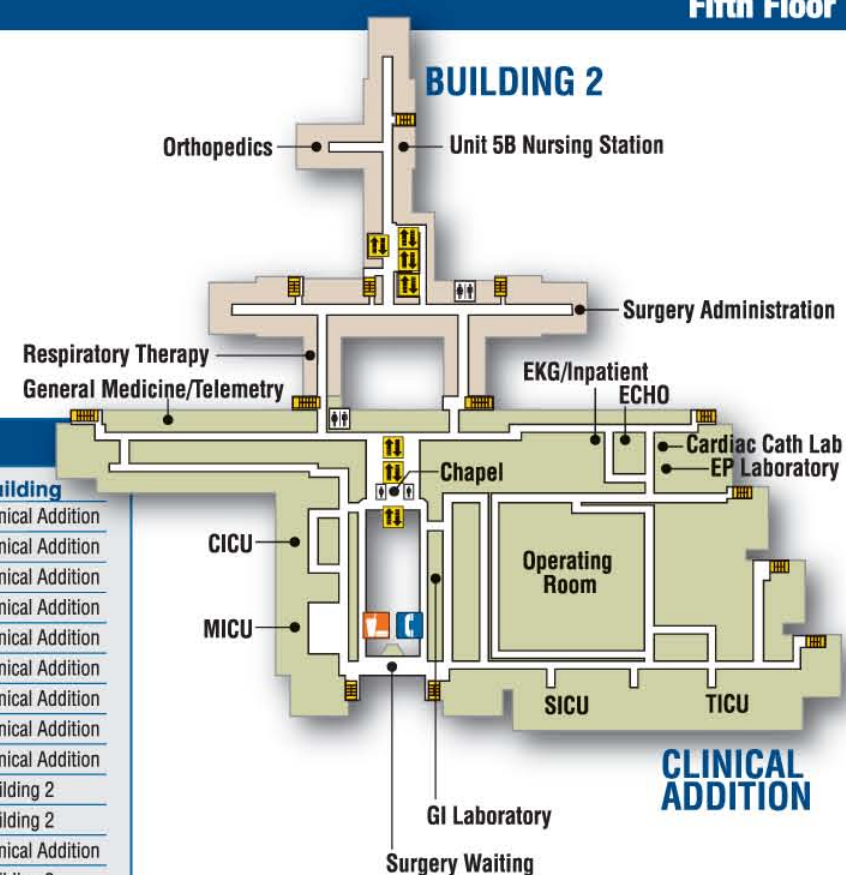
Fourth Floor



Fifth Floor

Fifth Floor Services

Service	Building
Cardiac Cath Lab	Clinical Addition
Chapel	Clinical Addition
ECHO	Clinical Addition
EKG/Inpatient	Clinical Addition
EP Laboratory	Clinical Addition
General Medicine/Telemetry	Clinical Addition
GI Laboratory	Clinical Addition
MICU	Clinical Addition
Operating Room	Clinical Addition
Orthopedics	Building 2
Respiratory Therapy	Building 2
SICU	Clinical Addition
Surgery Administration	Building 2
Surgery Waiting	Clinical Addition
TICU	Clinical Addition
Unit 5B Nursing Station	Building 2



Patient Information

VA North Texas Health Care System

serves approximately 500,000 veterans in 38 counties in North Texas and two in Southern Oklahoma.

Dallas VA Medical Center is housed on an 84-acre campus about eight miles south of downtown Dallas and serves as the referral center of VA North Texas Health Care System. For more than half a century it has served America's veterans. With about 2,750 employees, Dallas VA Medical Center is one of the largest and most complex in VA. Through its partnership with The University of Texas Southwestern Medical Center at Dallas, it also has emerged as a major teaching and medical research center.

Advanced Clinic Access

As the VA North Texas Healthcare System grows and changes, we continue to focus on improving patient care. With that in mind, Advanced Clinic Access (ACA) has been implemented to reduce wait times and improve access to quality health care for veterans. The ultimate goal is for every patient to be able to obtain medical care when needed, at a time and setting that is clinically appropriate. With ACA, the patient's return schedule will be discussed as part of the visit with his/her primary care provider. Together, the



patient and provider may decide that return visits once or twice a year will be adequate, and a clerk will record how long before that next appointment. However, if an urgent care need arises, patients are encouraged to call the clinic.

When it is time for the next visit with the primary care provider, a letter will be mailed advising the patient to call for an appointment. After the call is received, our goal is to schedule all appointments within five workdays. This means patients will be able to schedule appointments without the lengthy waits previously experienced. Veterans may be directed to a new clinic location within the facility at the time of check-in, but unless otherwise requested, patients will remain assigned to his/her current primary care provider.

ACA will provide greater flexibility to meet the health care needs of veterans. For information, please contact Ambulatory Care at **(214) 857-1911** or **(800) 849-3597, ext. 71911**.

VAMC History

In August 1940, the hospital known as Lisbon VA opened its first group of buildings. Surrounded only by open fields, and located on one of the highest elevations in the city of Dallas, the complex consisted of 9 separate buildings, including the building we still refer to as Building 1. In the late 1940's, after World War II, plans were made to build a new hospital. Though ideas were developed to build a new VA hospital near Southwestern Medical School, veterans fought and won a battle to have the new building remain at the same location.

In August 1955, the first patients were moved into the new 500-bed facility, now called Building 2, which had state of the art closed circuit television facilities as well as many other modern health care innovations. Since that time the facility has grown, adding many new buildings, both large and small, including the Nursing Home Care Unit (now called the Transitional Care Unit) in 1984, the Magnetic Resonance Imaging Building in 1991, the Spinal Cord Injury Center in 1996, and the Clinical Addition, which opened in 1998.

Dallas VA Medical Center is now the flagship medical center for VA North Texas Health Care System which includes Sam Rayburn Memorial Medical Center in Bonham, Fort Worth Outpatient Clinic, and a wide ranging network of primary care centers throughout our 40-county service area. This growth and change has been produced to provide the best possible health care and improve access to care for North Texas veterans.

This facility was fortunate to be chosen as the site for a regional research center in 1947. One of the primary roles for the center was to be a place for medical research with an emphasis on enhancing the quality of life for veterans. The opportunity to conduct research is a powerful recruiting tool for outstanding health care professionals.

Important developments resulting from research at this facility include the development of the mesh implant for fractures and the development of both Tagamet (for treatment of ulcers) and Mevacor (for the treatment of high cholesterol).

Department and Services Listing

Service	Floor	Building
ATM/Basement	Basement	Building 2
ATM/First Floor	First	Building 2
Admissions and New Patients	First	Clinical Addition
Agent Cashier/Travel (x71350)	First	Clinical Addition
Anesthesiology & Pain Management	Fifth	Clinical Addition
Blinded Veterans of America (x72018)	First	Building 2
Bonham Room	First	Building 2
Café VA	First	Building 2
Canteen Food Court	Basement	Building 2
Canteen Retail Store	First	Clinical Addition
Cardiac Cath Lab	Fifth	Clinical Addition
Cardiac Rehabilitation	First	Building 2
Cardiology	Fifth	Clinical Addition
Chapel	Fifth	Clinical Addition
Chaplain (x71070)	First	Building 2
CICU	Fifth	Clinical Addition
Clinic 1	First	Clinical Addition
Clinic 2	First	Clinical Addition
Clinic 3	First	Clinical Addition
Clinic 4	First	Clinical Addition
Clinic 5	Third	Clinical Addition
Clinic 6	Third	Clinical Addition
Clinic 7	Third	Clinical Addition
Clinic 8	Third	Clinical Addition
Clinic 9/Audiology & Speech Pathology	Third	Clinical Addition
Clinic 10A (Silver Team)	First	Building 2
Clinic 10B	First	Building 2
Clinic 11	First	Building 2
Clinic 12	First	Building 2
Clinic 14	First	Building 2
Clinic 15	First	Building 2
Clothing Room (x70985)	First	Clinical Addition
Comp/Pen (x71442)	First	Building 2
Conference Room	Third	Building 2
Continuing Education	Basement	Building 2
Day Surgery Unit	Fourth	Building 2
Dental (x71082)	Second	Building 2
Disabled American Veterans (x71120) (Clinic 16)	First	Building 2
ECHO	Fifth	Clinical Addition
EEG	Fifth	Building 2
EKG/Inpatient & Outpatient	Fifth	Clinical Addition
Eligibility (x71434)	First	Clinical Addition
Emergency	First	Clinical Addition
EP Laboratory	Fifth	Clinical Addition
Executive Office	First	Building 2
Fee Service (x71397)	First	Building 2
General Internal Medicine Section	Third	Building 2
General Medicine/Telemetry	Fifth	Clinical Addition
GI Laboratory	Fifth	Clinical Addition
GU Clinic	Third	Building 2
Hemodialysis	Third	Clinical Addition

Service	Floor	Building
Human Resources Management (x71701)	First	Building 2
Infectious Disease	Third	Building 2
Information Resources Mgmt.	Basement	Clinical Addition
Inpatient Discharge	First	Clinical Addition
Laboratory	First	Clinical Addition
Library	Third	Building 2
Medical Administration Service	First	Building 2
Medical Media	Basement	Building 2
Medical Records (x71351)		
Release of Information (x71355)	Basement	Clinical Addition
MICU	Fifth	Clinical Addition
Morgue	Basement	Clinical Addition
MRI	Second	Building 2
Neurology	Third	Building 2
Nuclear Medicine	Third	Clinical Addition
Nutrition & Food	Third	Building 2
Nutrition Clinic	First	Clinical Addition
Operating Room	Fifth	Clinical Addition
Orthopedics	Fifth	Building 2
Orthotics & Prosthetics Laboratory	Second	Building 2
Outpatient Radiology	First	Clinical Addition
Pact Section	Third	Building 2
Paralyzed Veterans of America (x70105)	First	SCI
Parking Garage	Basement	Building 2
Patient Billing (toll-free 1-866-393-9132)	First	Clinical Addition
Patient Representatives (x70462)	First	Clinical Addition
Pharmacy Pick-Up/Drop-Off	First	Clinical Addition
Physical Medicine & Rehabilitation	Second	Building 2
Quality Management	Basement	Building 2
Radiation Oncology	Basement	Building 2
Radiation Oncology	First	Building 2
Radiology	Third	Clinical Addition
Respiratory Therapy	Fifth	Building 2
SICU	Fifth	Clinical Addition
Sleep Clinic	Third	Building 2
Social Work	First	Clinical Addition
Supply, Processing, & Distribution	Basement	Clinical Addition
Surgery Administration	Fifth	Building 2
Surgery Waiting	Fifth	Clinical Addition
Texas Veterans Commission (x70444)	First	Building 2
TICU	Fifth	Clinical Addition
TriCare/ChampVA	First	Clinical Addition
Union, AFGE (x70076)	Basement	Building 2
Unit 4C/Nursing Station	Fourth	Building 2
Unit 5B/Nursing Station	Fifth	Building 2
VA Police (x70411)	First	Clinical Addition
Vascular Laboratory	Third	Building 2
Veterans Benefits Admin. (1-800-827-1000)	First	Building 2
Vietnam Veterans of America (x71291)	First	Building 2
Visually Impaired Services Team (VIST)	First	Clinical Addition
Voluntary Service (x70428)	First	Building 2
Wheelchair Assistance (x76134)	First	Clinical Addition

